



Labor & Economic Growth

Unemployment Insurance Agency

ADVOCACY PROGRAM ANNUAL REPORT 2003

The Unemployment Insurance Agency's Advocacy Program was created in December 1989 through Section 421.5a of the Michigan Employment Security Act. The purpose of the Advocacy Program is to provide information, consultation, and representation to claimants and employers relating to the Office of Appeals or Board of Review appeal levels or both. Since the Program's inception in 1991, over 110,000 customers have been serviced through the Advocacy Program.

- A. During CY 2003, five thousand three hundred and seventy five (5,375) claimants requested services. Of those, four thousand eight hundred and thirty (4,830) were provided consultation and/or representation services. The remaining 545 received information services only.
- B. During CY 2003, three thousand three hundred and thirty three (3,333) employers requested services. Of those, two thousand nine hundred and forty four (2,944) were provided consultation and/or representation services. The remaining 389 received information services only.
- C. Costs for claimants totaled \$694,700.00 for CY 2003.
- D. Costs for employers totaled \$391,760.00 for CY 2003.
- E. In 2003, Advocates provided representation at hearings for 6,477 customers. Preparing customers for hearings, explaining what to expect at a hearing and assuring that the person with the most knowledge of the case was at the hearing resulted in the rendering of more fair decisions.